



911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



POSITION POSTING

Position Title: **Field Supervisor**

**Position
Description:**

Position Summary:

The primary responsibilities of the Field Supervisor is to assist in the process of providing patient care and to oversee scheduling, assignments, outside agency relations, management functions and tasks as assigned by the General Manager, as well as other daily activities essential to the operations. The primary objective of the Field Supervisor is to provide smooth and effective supervision of the daily assignments and activities of the operation.

Essential Functions:

Operational Objectives

- Responds to situations including multiple casualty incidents, call requiring multiple units or upon request from field personnel or the communications center.
- Maintain constant up-to-date knowledge and records of all current protocols issued by the regulating agencies pertaining to ambulance service.
- Conduct periodic on-site visits to all health-related facilities as the acting liaison for field operation services.
- Continuously communicate with Health Department to ensure highest service levels for overall system.
- Investigate problems or inquiries when resolution cannot be made by assigned staff members or when requested to intervene by General Manager.
- Maintain an open-door policy for any employee who wishes to discuss issues or problems which have not been resolved through the chain of command.
- Attend all meetings which may require company representation or input.
- Conduct regularly scheduled staff meetings, acting as the chairperson, and ensure resolution to all issues brought up at such sessions.
- Assist in developing an operating budget and work toward efficient utilization of that budget.
- Interact with Fleet Manager to ensure all vehicle and equipment maintenance objectives are implemented and equipment is efficiently used and maintained.
- Maintain availability during disaster situations or mass casualty incident and assist in any capacity needed.
- Work at certification level when staffing level requires.
- Supports field personnel, provides assistance in creating an environment in which they can better accomplish their objectives. Responsible for supervising, directing and developing subordinates, including completing performance reviews, counseling



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sessions, etc.

Compliance

- Provide general medical care and treatment to patients in both emergent and non-emergent settings as defined by state and local regulatory agencies. Ability to perform ALS functions, following protocols set forth by the State.
- Neatly and accurately document pertinent patient information on all required forms/documents. (Patient Care Records, Supplies, Medicare Signature Forms, and PCS forms).
- Turns in appropriate documents prior to leaving duty.
- Maintain a safe and healthy workplace in accordance with all appropriate OSHA standards, company policies and local standard operating procedures.
- Complies with and enforces all policies and procedures.
- Responsible for complying with all local, state and federal employment laws and company policies. (i.e. Americans with Disabilities Act, Affirmative Action Plan, etc.).

Training

- Ensure that all required Certifications/License are current and remain current.
- Attend all Company required OSHA training, annual training, and all mandatory Company updates. Complete the training in the allotted time the Company sets.
- Maintain knowledge of job and medical field.
- Keep current on training for new equipment, procedures, and techniques.
- Attend available continuing educational seminars to improve management skills and recommend attendance of scheduled sessions to pertinent staff members as well.

Qualifications:

- Current state Paramedic certification as required by County and State.
- Current CPR Pro certification card.
- Current ACLS card.
- Current state Driver's License in good standing.
- Current state Ambulance Driver's License in good standing.
- Satisfactory driving record in accordance with the Company's Driving Policy.
- Excellent communication and customer service skills.
- Ability to work cooperatively with other employees and medical agencies to provide the highest level of patient care.
- Ability to read and interpret all required documents and write required reports and correspondence.



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- Other qualifications/certifications specific to the local operation and/or contract requirements.
- Satisfactorily meet Company physical assessments/tests.

**Position
Location:**

Santa Clara County, CA

**Position
Comments:**

To request more information regarding this job posting, please send an inquiry to the following:
Monica Cabrera - E-Mail: santaclara@rmetro.com